

 Clallam Transit System 830 W. Lauridsen Blvd. Port Angeles, WA 98363 www.clallamtransit.com (360) 452-1315 1-800-858-3747 WA FAX (360) 452-1316 Passenger Assistance: (360) 452-4511		
Program Title:	TITLE VI PROGRAM	
Approved By:	Ryan Warner, Community Liaison Washington State Department of Transportation	Kevin Gallacci General Manager
Authorized By:	Clallam Transit System (CTS) Resolution No. 14:2018, which supersedes all prior editions.	Effective Date: June 18, 2018 through May 31, 2021

Purpose

The purpose of this program is to establish guidelines to effectively monitor and ensure that Clallam Transit System (CTS) is in compliance with all Federal Transit Administration (FTA) Title VI requirements and regulations in order to carry out the provisions of the Department of Transportation's (DOT) Title VI Regulations at 49 CFR Part 21.

Assurances

CTS assures that no person shall on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity conducted by CTS regardless of whether those programs and activities are federally funded or not.

To ensure accordance with 49 CFR Section 21, every application for financial assistance from FTA will be accompanied by an assurance that CTS will carry out the program in compliance with Title VI of the Civil Rights Act of 1964. This requirement shall be fulfilled when the applicant submits its annual certifications and assurances to FTA.

If Clallam Transit System distributes federal aid funds to another governmental entity or other subrecipient, Title VI language will be included in all written agreements and be monitored for compliance.

CTS shall insert the following notification in all solicitations for bids for work or material subject to the regulations and made in connection with all federally-funded programs and, in adapted form all proposals for negotiated agreements.

CTS, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively ensure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR Part 23 will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, or national origin, in consideration for an award.

Members of the public are currently notified of their rights under this program through a posting at the places where CTS sells passes, in published CTS schedules (Attachment A), and also in the buses and or the CTS website (Attachment B). In addition, postings on each bus invite the public to contact the agency (Attachment C).

Members of the public may contact Clallam Transit System to request additional information on its nondiscrimination assurances by calling 360-452-1315 or 800-858-3747.

Discrimination Complaint Procedure

1. Any person who believes that he or she, individually or as a member of any specific class, has been subjected to discrimination prohibited by Title VI of the Civil Rights Act of 1964, the American with Disabilities Act of 1990, Section 504 of the Vocational Rehabilitation Act of 1973 and the Civil Rights Restoration Act of 1987, as amended, may file a complaint with CTS. A complaint may also be filed by a representative on behalf of such a person. All complaints will be referred to CTS's Operations and Planning Manager for review and action.
2. In order to have the complaint considered under this procedure, the complainant must file the complaint no later than 180 days after the date of alleged act of discrimination.

The General Manager or his/her designee may extend the time for filing or waive the time limit in the interest of justice, specifying in writing the reason for so doing.
3. A verbal dictation of the events or complaint form (Attachment E) shall be in writing and shall be signed by the complainant and/or the complainant's representative. Complaints shall set forth as fully as possible the facts and circumstances surrounding the claimed discrimination. In the event that a person makes a verbal complaint of discrimination to an employee of CTS, the Operations and Planning Manager shall document the allegation no later than the next business day by interviewing the complainant. If necessary, the Operations and Planning Manager will assist the person in reducing the complaint to writing and submit the written version of the complaint to the person for signature. The complaint shall then be handled according to CTS's investigative procedures and placed into review.
4. Within 10 days, the Operations and Planning Manager will acknowledge receipt of the written allegation and having complete or incomplete information to proceed with an investigative review. He will inform the complainant of action taken or proposed action to process the allegation.
5. CTS will notify the FTA within 30 days of receipt of the allegations. Generally, the following information will be included in every notification to the FTA:
 - a) Name, address, and phone number of the complainant.
 - b) Name(s) and address(es) of alleged discriminating official(s).
 - c) Basis of complaint (i.e., race, color, or national origin)
 - d) Date of alleged discriminatory act(s).
 - e) Date of complaint received by CTS.
 - f) A statement of the complaint.
 - g) Other agencies (state, local or Federal) where the complaint has been filed.
 - h) An explanation of the actions CTS has taken or proposed to resolve the issue raised in the complaint.
6. Within 60 days, if action has not been taken and the complaint not resolved, the General Manager will conduct an investigation of the allegation, and based on the information obtained, will render a recommendation for action. The complaint should be resolved by informal means whenever possible. Such informal attempts and their results will be summarized in the report of findings.
7. Within 90 days of receipt of the complaint, the General Manager will notify the complainant in writing of the final decision reached, including the proposed disposition of the matter. The notification will advise the complainant of his/her appeal rights if they are dissatisfied with the final decision rendered by CTS. The General Manager will also provide the FTA with a copy of this decision and summary of findings upon completion.
8. CTS maintains a list of active investigations, lawsuits, and/or complaints naming CTS that allege discrimination on the basis of race, color, or national origin. This list includes the date of the investigation, or the date the

lawsuit or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by CTS in response to the investigation, lawsuit, or complaint.

9. Contact for Title VI FTA administrative complaint process is as follows:

Federal Transit Administration
Office of Civil Rights
Attention: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave., SE
Washington, DC 20590

For more information and the FTA complaint form: http://www.fta.dot.gov/12875_14816.html

Investigations, Complaints or Lawsuits

As of March 19, 2018, CTS has no active lawsuits, investigations, or complaints alleging discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. Customer complaints of any type, if any and their resolution are reported each quarter to the Washington State DOT.

Compliance History (for the three years ending May 2018):

Title VI related complaints:

Received	Status	Description of Complaint	Actions Taken
		None.	

Compliance Reviews

The Washington State DOT conducts periodic site visits during which WSDOT staff review compliance with applicable federal, state, and local laws and regulations. The most recent reviews and the findings related to Title VI and actions taken are:

December 9, 2013: WSDOT Team recommended developing a consistent method for the intake of various types of complaints (Title VI, ADA, and customer complaints) that arrive at our central customer service phone line. WSDOT wanted assurance that the complaints are properly classified and routed to correct areas for resolution. They also recommended providing a description of the systems' ADA complaint response procedures concerning the timeframe CTS uses to respond to ADA complaints. These activities were completed in February 2014.

Public Participation

The CTS Board is comprised of elected officials representing the eastern, central, and western areas of the county and each of the three major cities, in addition to one non-voting union representative. Annually they approve a meeting schedule and set meeting times and locations throughout the county that will best serve their constituents and ensure that the public has ample opportunity to comment and provide input.

CTS publishes notices of all public hearings and meetings on its website in advance of the legally-mandated time period to allow the public to be involved in the identification of social, economic, and environmental impacts of proposed transportation decisions. Board meetings and public hearings are usually held in the early afternoon in various locations in the county that are convenient and accessible to all members of the community. When important issues are being considered (such as fare and service changes), multiple meetings may be scheduled across the county, often with meetings held in both the early afternoon and evening in order to ensure the broadest access for those wishing to participate.

Summary of public outreach and involvement activities undertaken in the last three years (February 2015 through February 2018):

Public hearings are held every year before the Board approves the annual budget in December, the annual six-year transit development plan (TDP), all major service changes, any fare structure revisions, and for other required federal or state system business plans. There is a newsprint and radio broadcast marketing program (including traffic reports by CTS dispatchers) that encourages public outreach and involvement. In previous years, a booth has been staffed at the county fair in August. Operations personnel travels to schools and senior centers throughout the year to provide route familiarization and bus safety tips. In addition, the following public hearings and public outreach was provided:

2015 – Public Hearings

The Board held a total of three public hearings which addressed the following: one on a transit service improvement proposal to restore service on Veteran's Day in Clallam County; one on the Clallam Transit System (CTS) 2014-2020 Transit Development Plan (TDP); and one on the draft 2016 budget.

2016 – Public Hearings

The Board held a total of three public hearings which addressed the following: one on a transit service improvement proposal to add a trip leaving Port Angeles on Route No. 30-Highway 101 Commuter service; one on the CTS 2015-2021 TDP; and one on the draft 2017 budget.

2017 – Public Hearings

The Board held a total of three public hearings which addressed the following: one on a service change proposal and fare structure change to add Route No. 123-The Strait Shot service and establish a new out-of-boundary section in the fare structure; one on the CTS 2016-2022 TDP; and one on the draft 2018 budget.

At public outreach events, Clallam Transit System markets transit use by providing specially designed coupons to encourage attendees to try public transit service, to see how easy it can be to use, and to consider a lifestyle change that includes public transit. Introducing youth riders is an important component of Clallam Transit System's outreach program. In 2015 – 2017, Clallam Transit System brought its educational program, which included a ride on a bus and trip through the bus wash, to 11 pre-school, Head Start, and kindergarten groups.

Clallam Transit System also provides the tools for learning to use public transit to the local Peninsula College International Student Program. This quarterly program allows training for international students new to the area to use route schedules and provides introductory coupons for day passes as a means of assisting with peer-to-peer training to navigate the system throughout Clallam County.

System staff often receive requests for presentations tailored to the needs of special populations. These requests may be for senior groups or facilities, special needs service providers, or community action groups. Clallam Transit System works with the client to develop an educational outreach program that meets their needs. This has included guided group rides on fixed routes as a mobile classroom with lively question and answer forums or has been as simple as parked walk-through bus tours at their location. Clallam Transit System is dedicated to making transit use available to all people regardless of their abilities or disabilities.

2015 – Public Outreach

Clallam Transit System attended the following community events to provide information on all transit services by sponsoring a booth or table and distributing special fare coupons: Clallam County Project Homeless Connect, Port

Angeles Kiwanis Kids Fest, West End Veterans Stand Down, Clallam County (Port Angeles) Veterans Stand Down, "Aging Gracefully: Presentation – WOW Program, Clallam County Hiring and Resources Event, Clallam County Fair, International Marathon, and Quileute Health Fair. Free day pass coupons were provided quarterly to Peninsula College International Students and to local transit youth education groups as well.

2016 – Public Outreach

Clallam Transit System attended the following community events to provide information on all transit services by sponsoring a booth or table and distributing special fare coupons: Welcome Back Canadians! Promotion, Clallam County Project Homeless Connect, West End Veterans Stand Down, Clallam County (Port Angeles) Veterans Stand Down, Clallam County Hiring and Resources Event, Port Angeles Kiwanis Kids Fest, Quileute Health Fair, Clallam County Fair, and Legislative Theatre Youth Project. Free day pass coupons were provided quarterly to Peninsula College International Students and to local transit youth education groups as well.

2017 – Public Outreach

Service change public outreach occurred in Sequim, Port Angeles, Joyce, Forks, and Clallam Bay in February 2017. Clallam Transit System attended the following community events to provide information on all transit services by sponsoring a booth or table and distributing special fare coupons: Clallam County Project Homeless Connect, Clallam County Home and Lifestyle Show, West End Veterans Stand Down, Clallam County (Port Angeles) Veterans Stand Down, Clallam County Hiring and Resources Event, Port Angeles Kiwanis Kids Fest, Quileute Health Fair, Melody Lane Service Promotion, and Clallam County Fair. Free day pass coupons were provided quarterly to Peninsula College International Students and to local transit youth education groups as well.

In early 2017, Clallam Transit System renewed its participation in the current three-year interlocal agreement that partners five Olympic Peninsula transit systems to promote a joint Summer Youth Pass Program. CTS, along with the Jefferson Transit Authority, Mason County Transportation Authority, Intercity Transit, and Grays Harbor Transportation Authority offer a summer youth pass for the cost of \$20 that can be used in any of the jurisdictions by riders who are 6-19 years of age from Memorial Day through Labor Day.

To support awareness and use of the Clallam Transit System's new out-of-boundary service that began mid-June between the Port Angeles Gateway Transit Center and Bainbridge Island Ferry Terminal, system information is now displayed on-board for passengers on Washington State Ferries traveling between Bainbridge Island and Seattle. This information is also available in the Washington State Seattle and Bainbridge Island Ferry Terminals.

In the fall of 2017, CTS implemented a new mobile ticketing program pilot project. Customers now have the ability to use a smartphone to purchase fare media for use aboard CTS fixed-route buses. By simply displaying the correct image of the day, passengers can quickly board a transit vehicle without fumbling for change. Fares are paid with a debit or credit card, options previously unavailable to customers. Posters and flyers onboard vehicles and at transit centers are being used to inform customers of the ability to use a smartphone for fare payment.

In late 2017, management staff introduced a new pilot transit education program for seventh-grade students to increase awareness and use of the transit system during the 2017-2018 school year. By participating in a 20-minute educational session at the schools, using a transit coach as the training environment, students receive a "Explorer" transit pass valid on Clallam Transit System fixed Routes 10-52 for one year from the date of the training session. The duration of the pass is long enough to encourage a shift in student's travel behavior with the hope that some will become life-long transit users. While ambitious, it is hoped staff will be able to reach all the seventh graders across Clallam County during the current school year.

In December 2017, the Board launched an updated Employer-sponsored Transit Pass Program to restate incentive and authorizing language. This program promotes the use of public transit services in Clallam County worksites to

accomplish the following objectives: reduce traffic congestion and the excessive need for employee parking stalls; improve air quality; encourage healthy active living; reduce the reliance on the single-occupant vehicle and fossil fuels; promote multimodal trips by biking, walking, or carpooling; increase ridership and fare revenue; and to establish a direct working partnership with employers for a greater presence and connection in each community. CTS has authorized the incentive of a match of up to \$5 of an employer's "one-for-one" contribution towards the purchase of a monthly transit pass. A potential rider survey has been developed for use by prospective employers who are considering implementation of the program. The City of Sequim is looking at becoming an initial user of the program.

Outreach Plan for Limited English Proficient (LEP) Persons Background

Prior to the 2010 Census, less than five percent of the Clallam County population over the age of five spoke a language other than English at home and the number of who spoke English less than "very well" was less than one thousand. While there was no formal LEP policy, prior to 2012 Clallam Transit addressed the largest non-English language group by distributing a "Transit Spanish" booklet to CTS drivers in 2006. Working with a fluent bilingual Spanish staff member at the Olympic Community Action Program (OlyCAP), a JARC funded vanpool program was set up prior to 2003 in the west end to assist low income workers get to worksites. Several riders who teach Spanish in area schools and temporary school bus drivers have assisted from time to time to bridge the language gap. With the release of the 2010 Census data, Clallam Transit has started to more formally to address LEP populations that may have difficulty using the public transit system. In 2012, Clallam Transit performed an initial Four Factor Analysis, took some actions to address LEP persons, worked with Washington State DOT staff to refine its assessment of LEP issues, and evaluated the impact of its LEP outreach before incurring further costs.

Factor (1) The number and proportion of LEP persons served or encountered in the eligible population: While 97.8 percent of the people in Clallam County indicated they speak and understand English "very well", CTS has expanded its LEP outreach for Spanish, spoken by 2.5 percent of the county's population over the age of five, with approximately 1,000 native Spanish speakers with English language skills rated as less than "very well." From the 2010 Census found in American Fact Finder web site for 2012-2016, no LEP group warrants language specific outreach efforts.

Table 1 **Clallam County, Washington**

Primary Language Spoken at Home	Estimate of persons	Margin of Error	Percent	Percent Margin of Error
Population 5 years and over	69,486	+/-88	100%	(X)
English only	65,825	+/-529	94.7%	+/-0.7
Language other than English	3,661	+/-519	5.3%	+/-0.7
Speak English less than "very well"	1,533	+/-417	41.9%	+/-7.9
Spanish	1,755	+/-442	2.5%	+/-0.6
Speak English less than "very well"	1,012	+/-384	57.7%	+/-11.3
Other Indo-European languages	881	+/-233	1.3%	+/-0.3
Speak English less than "very well"	160	+/-78	18.2%	+/-7.0
Asian and Pacific Islander languages	683	+/-151	1.0%	+/-0.2
Speak English less than "very well"	283	+/-116	41.4%	+/-13.4
Other Languages	342	+/-112	0.5%	+/-0.2
Speak English less than "very well"	78	+/-72	22.8%	+/-017.6

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5 Year Estimates

Factor (2) The frequency with which LEP individuals come in contact with a Clallam Transit program, activity, or service: Of those workers over age 16 commuting to work, the 2010 Census indicates that Spanish speakers comprise 2.25 percent of Clallam's working population while other language speakers comprise another 2.04

percent. If Clallam Transit's ridership mirrors the county's LEP population, there could be ten Spanish speaking riders who might benefit from having vital documents in their native language. Clallam Transit's drivers and field supervisors have indicated that there were LEP individuals who had difficulty in the past, but are now sufficiently familiar with the transit system so that there are no longer any communication issues. The Census tabulation of Clallam's population list those commuting via public transportation (excluding vanpools) as only speaking English - which indicates that the Spanish speaking LEP population riding the bus is statistically not measurable. Social service agencies (primarily in Clallam's West End), such as OlyCAP's JARC vanpool program, have already addressed communication and access issues of their Spanish speaking clients.

Factor (3) The nature and importance of the program, activity, or service provided by Clallam Transit to the LEP Community: Operators note that the number of Spanish speaking riders has increased, particularly on Saturday. The weekday and Saturday ridership is fairly consistent at about 45 round-trip passengers each day. As noted above, a JARC van organized by OlyCAP and maintained by CTS carries some four to six LEP persons to work five days a week. Clallam Transit's transit services and linkages with Port Angeles and areas south of Forks are likely to be regularly used by the estimated 10 to 20 LEP persons located in Forks.

Factor (4) The resources available to Clallam Transit and overall costs: Individuals at Peninsula College and staff at social service agencies in Forks have provided translation services and counseling at little or no cost in the past. Clallam Transit will invest some time and resources to assess the need and benefit of expanding its current LEP outreach efforts.

Plan for Assisting Persons of Limited English Proficiency

Clallam Transit Staff Training: Operations staff updated the "Transit Spanish" booklet issued to operators and drivers in 2006, included the booklet in new driver orientation, and contact transit operators in the Forks area to assess if further training is needed. CTS Trainers have incorporated the booklet into the new hires or probationary trainees sessions.

Language Assistance Measures: To address readers of Spanish as well as 55 other languages, Clallam Transit has added "Google Translate"© to its website, which generates a generic translation of the words found on the web page. The website is already ADA compliant, so that limited sight persons can use standard software to have the web pages "read" to them.

Clallam Transit strives to reach the entire community, including LEP populations, when conducting public outreach and involvement activities. LEP individuals who request information verbally can be referred to a translator for assistance.

As an initial step to increase its outreach efforts, Clallam Transit has translated into Spanish its customer comment cards and bus posters describing the process (see Attachment "D"). Arrangements have been made with local and web-based translation resources to respond to communications that may be received as a result of this program.

As a secondary effort to ensure basic ADA services to the disabled community, CTS translated the Paratransit eligibility form into Spanish.

Monitoring and Updating the LEP Plan: The public response to the Spanish customer comment process and Paratransit form will be evaluated over the next year to assess what further actions should be taken. In addition, access of the CTS website through "Google Translate"© will be tracked and evaluated. To date, Clallam Transit has not received any requests for translation services nor any complaints regarding its LEP outreach or available resources.

Providing Notice of Available Language Service to LEP Persons: CTS publishes notices of all public hearings with the offer to obtain (with advance notice) foreign language interpreters, interpreters for people with hearing impairments, and taped information for people with visual impairments. Because the website is accessible by both sight impaired and limited English proficiency individuals, CTS's public outreach efforts can be understood by an even larger percentage of the population.

The Limited English Proficiency Plan will be posted on Clallam Transit's web site as part of the Title VI document at www.clallamtransit.com. By using "Google Translate"©, anyone can download or print the document in their preferred language.

Notifying Beneficiaries of their Rights under Title VI

Clallam Transit System Title VI Notice to the Public is:

- 1) Uploaded to the CTS website at www.clallamtransit.com in a prominent location,
- 2) Posted on car-cards in all the revenue vehicles and translated into Spanish, Attachment B,
- 3) Posted at locations where pass sales are conducted, Attachment A, and
- 4) Printed in the CTS bus schedules and distributed throughout the community.

Analysis of Construction Projects - Prior Three-year Period

In 2016, CTS completed the Owl Creek Pedestrian underpass project, located at SR 101 and Kitchen-Dick Road, by adding the final amenities to finish the pathway by installing electrical, lighting, adding bike lockers, paving 800 feet of walkway/ADA ramps, and sealing the inside of the concrete underpass. This project was federally funded in the amount of \$60,550.

In 2017 and 2018, CTS procured and installed a total of 40 secure bike lockers for installation at three locations within CTS's service area. This project was federally funded in the amount of \$63,145.

Membership of Non-elected Committees

Clallam Transit System (CTS) values the viewpoints of minority, Limited English Proficiency (LEP), and low income participants in the community. CTS strives to select committee members for each committee that are representative of the job classification, agency, and community. Most committees have by-laws to structure the composition of committees.

- The Safety Committee meets on a monthly basis to provide input on the agency's safety program. The committee is made up of both elected members and appointed members.
- The Employee of the Quarter Committee selects an employee every quarter who exemplifies positive attitude, quality of work, and overall contribution to CTS and its mission. There are standing non-elected members and rotating non-elected members that change monthly. The chart below only reflects the minority percentage of the standing appointed members.
- The Accident Review Board (ARB) meets on an as-needed basis to determine preventability of vehicle collisions. The committee is made up of appointed members and selected members based on union seniority.
- The Service Review Committee (SRC) meets on an as-needed basis to recommend current and future service requirements. The committee consists of standing appointed members and members selected from a volunteer pool.
- The Run Cut Committee meets on a quarterly basis to determine the work assignments for the union members. The committee consists of standing appointed members and union-selected members from a volunteer pool.

Non-Elected Committees – Percentage of Minorities in the Group

Committee	Caucasian	Latino	African American	Asian American	Native American
Safety Committee (7) Four elected members Three appointed members	100%	0%	0%	0%	0%
Employee of the Quarter (2) Two standing members Four rotating members (not included here)	100%	0%	0%	0%	0%
Accident Review Board (7) Three standing members Four selected members	86%	14%	0%	0%	0%
Service Review Committee(6) One standing member Five appointed volunteer members	100%	0%	0%	0%	0%
Run Cut Committee (2) Two standing members Four union-selected volunteer members	100%	0%	0%	0%	0%

Fixed-Route Service Standards

Clallam Transit System measures their fixed-route system in the following service performance areas: Boardings per Trip, Boardings per Mile, Boardings per Hour, Cost Recovery, and Cost per Boarding.

The service performance areas are calculated for each route based on a 12 month average. The routes are then placed into one of three categories: Intercity, Urban, or Rural; to track routes by similar service type. The Intercity routes are longer and serve as connectors between the three cities within the county; the Urban routes provide service to the communities in each city within the county; and the Rural routes connect sparsely populated areas with the three cities in the county. See the weekday and Saturday route tables below for category breakdowns.

The values from all routes within a category are combined to give an average for each service performance area. This combined route total is then multiplied by 50 percent to create the standard for each category. All individual routes should meet or exceed 50 percent of the combined route average.

Example of Fixed Route Service Standard

Intercity	Boardings per Trip
No. 30 Highway Commuter	15.94
No. 14 Forks	12.02
Total	14.88
Intercity Standard	7.44

When a route does not meet the standard in any of the five service performance areas, the route is reviewed with the following considerations:

- Route Modification
- Schedule Modification
- Service Cuts
- Fare Increases
- Target Marketing

Clallam Transit System Route Details

Clallam Transit System (CTS) routes are designed to connect the region to employers, medical facilities, schools, shopping areas, and tribal communities. CTS routes do not differentiate by minority or income status within the areas or passengers served. Each route design and frequency is determined by regional connectivity, population density, traffic congestion, ridership, development activities, and funding. The CTS Service Review Committee is comprised of voluntary staff members that are Transit Operators, Dispatchers, Operations Supervisors, and management. The committee considers and recommends service improvements to CTS management.

Clallam Transit System Weekday Headways

Route No.	Route Name	Type of Service	Hours of Service	Number of Trips		
				5 am – 9 am	9:01 am – 4 pm	4:01 pm – 10 pm
10	Joyce	Rural	6:13 am – 8:58 pm	1	3	2
14	Forks	Intercity	5:50 am – 8:30 pm	2	4	2
15	La Push*	Rural	7:20 am – 4:30 pm	1	1	1
16	Clallam/Neah Bay*	Rural	6:45 am – 8:35 pm	1	2	1
17	Forks Shuttle*	Urban	6:59 am – 5:19 pm	2	5	1
20	College/Medical Center	Urban	6:55 am – 6:50 pm	6	14	5
22	Lincoln/Peabody	Urban	6:55 am – 6:55 pm	5	13	6
24	Cherry Hill	Urban	5:13 am – 10:12 pm	8	13	10
26	West Side serves the Elwha Tribal Center 7 trips a day	Urban	6:35 am – 8:22 pm	5	9	6
30	Highway 101 Commuter	Intercity	5:30 am – 10:05 pm	7	13	7
40	Sequim Shuttle†	Urban	8:35 am – 4:40 pm	1	9	1
50	Jamestown Campus†	Rural	7:40 am – 5:20 pm	1	2	1
52	Diamond Point†	Rural	6:40 am – 6:20 pm	1	1	1
123	The Strait Shot	Commuter	7:25 am – 10:05 pm	1	0	1

Note: All routes start at the Port Angeles Gateway Transit Center unless there is a symbol after the Route Name.

* Starts from the Forks Transit Center

† Starts from the Sequim Transit Center

Clallam Transit System Saturday Headways

Route No.	Route Name	Type of Service	Hours of Service	Number of Trips		
				5am – 9am	9:01am – 4pm	4:01pm – 10pm
10	Joyce	Rural	8:34 am – 7:55 pm	1	2	1
14	Forks	Intercity	7:00 am – 8:05 pm	2	1	1
15	La Push*	Rural	9:20 am – 5:45 pm	0	2	1
16	Clallam/Neah Bay*	Rural	8:30 am – 8:35 pm	1	0	1
17	Forks Shuttle*	Urban	8:59 am – 4:49 pm	1	5	1
20	College/Medical Center	Urban	7:55 am – 6:25 pm	2	6	3
22	Lincoln/Peabody	Urban	8:25 am – 6:55 pm	1	7	3
24	Cherry Hill	Urban	7:08 am – 8:42 pm	3	7	5
26	West Side serves the Elwha Tribal Center 4 trips a day	Urban	7:55 am – 7:49 pm	2	6	4
30	Highway 101 Commuter	Intercity	7:25 am – 8:30 pm	3	6	4
40	Sequim Shuttle†	Urban	NO SERVICE			
50	Jamestown Campus†	Rural	NO SERVICE			
52	Diamond Point†	Rural	NO SERVICE			
123	The Strait Shot	Commuter	7:25 am – 8:59 pm	1	0	1

Note: All routes start at the Port Angeles Gateway Transit Center unless there is a symbol after the Route Name.

* Starts from the Forks Transit Center

† Starts from the Sequim Transit Center

Clallam Transit System Sunday Headways

Route No.	Route Name	Type of Service	Hours of Service	Number of Trips		
				5am – 9am	9:01am – 4pm	4:01pm – 10pm
10	Joyce	Rural	NO SERVICE			
14	Forks	Intercity	NO SERVICE			
15	La Push*	Rural	NO SERVICE			
16	Clallam/Neah Bay*	Rural	NO SERVICE			
17	Forks Shuttle*	Urban	NO SERVICE			
20	College/Medical Center	Urban	NO SERVICE			
22	Lincoln/Peabody	Urban	NO SERVICE			
24	Cherry Hill	Urban	NO SERVICE			
26	West Side	Urban	NO SERVICE			
30	Highway 101 Commuter	Intercity	NO SERVICE			
40	Sequim Shuttle†	Urban	NO SERVICE			
50	Jamestown Campus†	Rural	NO SERVICE			
52	Diamond Point†	Rural	NO SERVICE			
123	The Strait Shot	Commuter	3:15 pm – 8:10 pm	0	0	1

Deviated Service and Dial-A-Ride

Route No. 52 Diamond Point will deviate off the designed fixed route by up to $\frac{3}{4}$ of a mile. The deviated service is only available east of Blyn on the Route No 52 Diamond Point. There are no eligibility requirements. Anyone within the designed area can request a deviated trip. The request must be made by 4 pm the day before the day of travel and up to seven days in advance of the desired trip.

Clallam Transit System provides Dial-A Ride (DAR) demand response service in and around the City of Sequim that is not served by regular fixed route service. There are no eligibility requirements. Pre-scheduled rides can be made at least one day before and up to seven days in advance of the desired trip. On Saturday the DAR service area is expanded to include the area served by the Route No. 40 Sequim Shuttle.

On-Time Performance

Transit Operators do their best to meet the established time schedule for every route. Except in rare cases, no vehicle should depart more than five minutes after the published scheduled time. Every effort is made to run the route according to the schedule. Transit Operators may make a request through Dispatch to hold another bus for a connection. If a Transit Operator is running more than five minutes late due to traffic conditions, poor weather, mechanical problems, abnormal passenger load, or for other reasons not specified, the Transit Operator will notify Dispatch. At no time is a Transit Operator permitted to leave a time point before the scheduled departure time.

Transit Amenities

Clallam Transit Service (CTS) amenities include transit centers, bus stops, bus shelters, and informational provisions.

- Clallam Transit has three transit centers which are main transit hubs in the cities of Forks, Port Angeles, and Sequim. Each transit center provides public restrooms, shelters, and waste receptacles.
- Bus Shelters/Bus Stops: CTS currently has approximately 120 bus stops and 60 bus shelters located throughout the service area. The shelters are located at or near schools, retail shops, businesses, transit centers, and high traffic areas. Because CTS is a rural agency, the majority of the bus stops are flag stops.
When Clallam Transit receives requests for a new bus shelter, the requested location is placed on a waiting list. Requests are given priority based on several factors: ridership in the area; space available for placement; safety of the location; cost; pedestrian access; ADA compliance; and approval from the governmental permitting authority.
- Informational Provisions: Printed schedules, route maps, and system maps are placed in all transit centers and bus shelters. Schedule information is also available on Clallam Transit's website and Google Maps.

ATTACHMENT A – NOTICE TO THE PUBLIC



TITLE VI NOTICE TO THE PUBLIC

(Posted on the CTS website and published in the bus schedules and available where monthly passes are sold at Gateway Transit Center and Administration Office)

Non-discrimination Policy: It is the policy of Clallam Transit System to assure that no person shall, on the grounds of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Clallam Transit System's Operations and Planning Manager. For Title VI complaints and additional Information, please call 360-417-1370.

On the website hyperlinks to:

CTS [Title VI Complaint Form](#)

CTS [Title VI Program](#)

Civil Rights Act of 1964, [CFR Title 45 Part 80](#)

ATTACHMENT B – TITLE VI NOTICE TO THE PUBLIC



Title VI Rights

It is the policy of Clallam Transit System to assure that no person shall, on the grounds of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or otherwise be discriminated against under any of its federally funded programs and activities. Any person who believes his or her Title VI protection has been violated may file a complaint with Clallam Transit System's Operations and Planning Manager. For Title VI complaints and additional Information, please call 360 -417-1370.

Titulo VI Derechos

Titulo VI Derechos de clallam Transito asegurar que ninguna persona podra, por motivos de raza, color u origen nacional, conforme a lo dispuesto por el Titulo VI de la Ley de Derechos Civiles de 1964, ser excluidos de la participacion o ser negado de los beneficios, o ser discriminado bajo cualquiera de sus programas de financiacion federal y actividades. Cualquier persona que crea que su Titulo VI de proteccion ha sido violado puede reclamar ante la{ }de Clallam Transito. Para quejas de Titulo VI e informacion adicional por favor llame al 360-417-1370.

**ATTACHMENT C – SAMPLE INVITATION
PUBLIC FEEDBACK AND PARTICIPATION**

(Posted inside each bus)



Clallam Transit System
830 W. Lauridsen Blvd.
Port Angeles, WA 98363
www.clallamtransit.com

(360) 452-1315
1-800-858-3747 WA
FAX (360) 452-1316
Passenger Assistance:
(360) 452-4511

We want to hear from you.

Tell us about your experience, share your ideas and give us your feedback.

Customers can contact Clallam Transit in the following ways:

Telephone: 360-452-4511 or 800-858-3747
Customer contact hours: 5:00 a.m. – 9:30 p.m. Monday – Saturday

E-mail: info@clallamtransit.com

Fax: 360-417-1380

Mail: 830 West Lauridsen Boulevard, Port Angeles, WA 98363

Customer concerns, complaints and commendations will be forwarded to the appropriate supervisor.

For more information visit our website at www.clallamtransit.com

ATTACHMENT D – SPANISH VERSION SAMPLE INVITATION
PUBLIC FEEDBACK AND PARTICIPATION

(Posted inside each bus)



¡Queremos Escuchar de Usted!

Cuéntenos su experiencia, comparte sus ideas y denos sus comentarios.

Pueden contactar a Clallam Transit de las siguientes maneras:

Teléfono: 360-452-4511 o por el 800-858-3747

Horario de atención al cliente: 5:00 a.m. – 9:30 p.m. de Lunes a Sábado

Fax: 360-417-1380

Correo electrónico: info@clallamtransit.com

Dirección: 830 West Lauridsen Boulevard, Port Angeles, WA 98363

Pueden remitir sus elogios, quejas, inconveniencias, y preocupaciones a cualquier supervisor.

Para obtener más información, visite nuestro sitio Web: www.clallamtransit.com



Clallam Transit System

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Port Angeles, WA 98363
www.clallamtransit.com

(360) 452-1315
1-800-858-3747 WA
FAX (360) 452-1316
Passenger Assistance:
(360) 452-4511

ATTACHMENT E – TITLE VI COMPLAINT FORM

Title VI of the 1964 Civil Rights Act requires that “No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” If you feel you have been discriminated against in transit services, please provide the following information in order to assist us in processing your complaint and send it to:

Clallam Transit System
Title VI Officer
Operations and Planning Manager
830 West Lauridsen Boulevard
Port Angeles, Washington 98363
360-417-1370

Please print clearly or type your response. Thank you

You may file a signed, written complaint up to one hundred and eighty (180) days from the date of alleged discrimination.

Name: _____

Address, City, State, Zip Code: _____

Contact Number (including area code): _____

Person discriminated against: _____

Address of person discriminated against: _____

City, State, Zip Code: _____

Please indicate why you believe the discrimination occurred:

_____ Race

_____ Color

_____ National origin

What was the date of the alleged discrimination? _____

Where did the alleged discrimination take place? _____

Please describe the circumstances as you saw it:

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

Please attach any documents you have which support the allegation. Then date and sign this form and send to the Title VI Officer at the address listed on page 1 of this document.

Date _____